

# RETURN TO H&S RN 01 00

UNITED STATES MARINE CORPS  
HEADQUARTERS AND SERVICE BATTALION  
MARINE CORPS RECRUIT DEPOT  
3800 BELLEAU WOOD  
SAN DIEGO, CALIFORNIA 92140-5199

OFFICIAL FILE 0377

BnO 1700.2V wch. 1  
6A  
25 AUG 1997

BATTALION ORDER 1700.2V wch. 1

From: Commanding Officer  
To: Distribution List

Subj: REQUEST MAST

Ref: (a) U. S. Navy Regulation 1990. Article 1150  
(b) Marine Corps Manual  
(c) MCO 1700.23E  
(d) DepO 1700.4S  
(e) MCO P1900.16E  
(f) JAGMAN  
(g) MCO P5354.1C

Encl: (1) Marine Corps Request Mast Application, NAVMC 11296 (6-97)

1. Purpose. To promulgate policy and procedures regarding request mast per references (a) through (d).

2. Cancellation. BnO 1700.2U.

3. Summary of Revision. This Order contains significant revisions and should be reviewed in its entirety.

4. Background. The Request Mast policy and procedures as outlined herein have evolved through a continuing effort to ensure those requesting mast receive timely and appropriate response from commanding officers in the chain of command up to and including the Commanding General. It is imperative that all hands are aware of their chain of command and that the chain of command is proactive in both establishing a climate conducive to handling perceived grievances at the lowest level, and promoting firm and fair treatment. Adherence by all Marines to the spirit and intent of these Request Mast policies will build and sustain confidence in the system. Anyone who attempts to deprive a Marine of the right to Request Mast, through either acts of omission or commission, will be subject to punishment under the UCMJ.

5. Definitions. For the purpose of Request Mast:

a. "Marine" includes all Active and Reserve Marines who are assigned to the battalion, including those attached or serving on temporary additional duty. Uniformed members of other

services assigned or attached to the battalion may also exercise the rights of Request Mast.

b. "Commander" includes the Company Commander, ~~Director, Recruiters School~~, Battalion Commander, and Commanding General.

c. "Commanding General" includes the officer exercising general court-martial convening authority. It also includes an officer serving in an acting capacity.

d. "Communicate" includes the opportunity to appear personally before a commanding officer or the right to either correspond with that officer in writing or speak with the officer by telephone, as provided for in this Order.

## 6. Policy

a. The purpose of the Request Mast program is to be the principal means for a Marine to formally communicate a grievance to, or to seek assistance from, his or her commander. The process does not include those outside the official chain of command, such as subordinate officers or SNCOs/NCOs.

b. Request Mast is not intended to be used for the purpose of harassment, avoiding duty, or intentionally interfering with the commander's ability to carry out the functions and mission of the command.

c. A commander may deny a Request Mast application if there is another specific avenue of redress available to the Marine. Commanders should carefully evaluate each Request Mast to determine if other peripheral issues should be addressed. Accordingly, commanders may wish to hear the Marine's presentation of matters before making a decision to deny. The commanding officer shall explain to the Marine why the Request Mast application was denied and, if appropriate, what procedure must be followed to resolve the issue. The authority to deny a Request Mast includes authority to refuse to further process the Request Mast. Whenever a commander denies a Request Mast under this authority, he or she shall, within a reasonable time, forward a report of such action and the basis therefore to the Commanding General via the chain of command. The following are some examples to which other avenues of redress apply:

(1) The Uniform Code of Military Justice (UCMJ) provides for the protection of the rights of a Marine at every stage of disciplinary action from investigation through final review or appeal. Therefore, a commander may deny a Request Mast that has as its subject such disciplinary action whether contemplated, pending, in progress, or final. Request Mast is not intended to be used as a means of collateral attack against the proceedings, punishment, or findings and sentence resulting from disciplinary action brought under the UCMJ.

(2) Reference (e), chapters 4 and 6, contains provisions for the protection of rights of Marines being processed for involuntary administrative separation. Accordingly, commanders may deny a Request Mast that has as its subject such involuntary administrative discharge proceedings whether contemplated, pending, in progress, or final.

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(3) Chapter III of reference (f) contains guidance for the preparation, submission, and processing of complaints under Article 138, UCMJ, and Article 1150 of reference (a). Commanders may deny a Request Mast if its subject is an ongoing Article 138 or 1150 investigation. The staff judge advocate should be consulted in such instances.

d. Request Mast is the preferred method for submitting equal opportunity formal complaints of discrimination, to include sexual harassment. Request Mast may also be used to address other complaints such as hazing.

e. A Marine does not have to disclose the subject of the Request Mast to anyone in the chain of command except to the commander with whom the Marine is Requesting Mast.

f. Once the Marine has indicated his/her desire to Request Mast, NCOs, SNCOs, and officers subordinate to the Commanding Officer/Director, ~~Recruiters School~~ will make no effort to delay the Request Mast process in order to resolve the problem themselves but rather will focus their effort on making the Marine available to the commander.

g. Although a Marine may be granted the privilege of forwarding an application for Request Mast with higher commanders, such as the Commandant of the Marine Corps or the Secretary of the Navy, there is no vested right to Request Mast with such higher commander.

(1) Applications for Request Mast with the Commandant of the Marine Corps or with the Secretary of the Navy via the Commandant of the Marine Corps will only be considered if specifically recommended by the Commanding General endorsing the application.

(2) Request Mast applications to the Commandant of the Marine Corps will be handled by the Inspector General of the Marine Corps (IGMC).

h. Nothing in this Order is intended to expand or abridge the rights of Marines otherwise guaranteed by the First Amendment to the U. S. Constitution, Federal law or applicable Department of Defense, Navy, or other Marine Corps regulations. The exercise of such rights is not governed by the procedures contained in this Order.

i. Any interference with a Marine's right to Request Mast or any attempt of reprisal against a Marine who has requested mast is prohibited. No Marine may suppress, or attempt to suppress another Marine from initiating, writing, or forwarding a Request Mast up the chain of command. Any violation, attempted violation, or solicitation of another to violate this order by interfering with a Marine's right to Request Mast, subjects involved members to disciplinary action under Article 92 of the UCMJ. This Order is a lawful general order and is effective immediately without further implementation.

j. A Marine's Request Mast issue may not be resolved to his/her satisfaction, but the Marine will be afforded the opportunity to address the issue with the commander.

k. Some Marines in the Battalion are administratively attached and operationally fall under other commands. In these cases the operational commands will be notified and advised of the request mast as appropriate.

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7. Chain of Command. Within Headquarters and Service Battalion the chain of command runs sequentially as follows:

- (1) Company Commander/~~Director, Recruiters School~~
- (2) Battalion Commander
- (3) Commanding General

8. Procedures

a. Enlisted Marines will contact their Company First Sergeant/~~Sergeant Major, Recruiters School~~ to initiate Request Mast.

b. Officers will contact their Company Executive Officers/~~Director, Recruiters School~~ to initiate Request Mast.

c. The Request Mast must be submitted in writing using NAVMC 11296.

d. The individuals identified in paragraph 5a and 5b will provide assistance/instruction on how to prepare the NAVMC 11296.

e. Request Mast will be conducted at the earliest reasonable time. In general, there should be no more than 1 working day delay at any level of command.

f. The commander shall attempt to resolve the Marine's Request Mast issue, if revealed, with delay. If the issue has not been addressed to the Marine's satisfaction the commander shall forward the application via the chain of command without delay to whom it is addressed. In general there should be no more than 1 working day delay at any level. Explanations for delay will be provided to the Marine and forwarded via the chain of command.

g. Commanders shall make every effort to provide the Marine with an opportunity to Request Mast in person. If a personal appearance is not practical, the commander shall respond in writing to the Request Mast. The commander will also provide an explanation of why a personal appearance was not practical.

h. Commanders will forward to the next higher commander those Request Masts deemed to be legitimate grievances or requests for assistance which are beyond the commander's authority to resolve.

i. If a Marine requests mast to the Commanding General:

(1) The Marine will prepare a complete written statement covering the reasons for requesting mast. Supporting documents should be attached to the statement. The statement may also include a list of witnesses with a summary of the expected testimony of each witness. The statement must include a summary of responsive action taken by each commander in the chain of command with whom the Marine has communicated his or her problem.

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(2) Each intermediate commander to whom the Marine reveals the Request Mast subject, will provide a written statement as to his or her understanding of the Request Mast subject and his or her responsive action. Each statement will be added to the Request Mast prior to the Marine communicating the Request Mast subject to the next commander.

(3) If the Marine has not revealed the subject of the Request Mast to the other commanders in the chain of command, the Marine must include an explanatory statement. The Marine may place the Request Mast in an envelope marked "To be opened by the Commanding General only."

j. The Marine will make a written statement on the Request Mast or attached sheet indicating that he/she has had the opportunity to communicate directly with the commanding officer and has been informed of any actions to be taken by the commander conducting the Request Mast.

k. If a Request Mast addressed to a higher commander is resolved at a lower level, the Marine will make a written statement on the Request Mast or attached sheet indicating that he/she is satisfied with the action taken at the lower level and has chosen to voluntarily withdraw the Request Mast. This statement will be jointly signed by the Marine and a witness.

#### 9. Request Mast Records

a. Commanders will ensure that records, proceedings, and final disposition of request mast cases are properly safeguarded to ensure confidentiality. Request Mast information will not be filed with the requester's service record.

b. Request Mast records will be maintained for two years.

#### 10. Action

a. Officers-in-Charge. Provide assistance to the Marine requesting mast and the commander hearing the Request Mast.

b. Commanding Officers, Headquarters Company, Service Company, and Director, Recruiters School

(1) Hear and/or forward all request masts within the guidelines of this Order.

(2) Ensure wide dissemination of this Order, including its posting on company and section bulletin boards.

(3) Ensure that the provisions of this Order are promulgated to all Marines at least once every six months via company formations.

(4) Maintain request mast records and statistical information per paragraph 3004 of reference (g).

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(5) Report the circumstances regarding any denied request mast to this headquarters (Attn: Sergeant Major for enlisted Marines and Adjutant for officers).

(6) Take appropriate disciplinary or administrative action if anyone attempts to interfere with a Request Mast or takes reprisals as a result of a Request Mast.

c. Battalion Sergeant Major. Coordinate all enlisted request masts and ensure:

(1) That all administrative details are completed and that appropriate follow-up action is taken in each case.

(2) That the Marine is made fully aware of the final outcome of their request mast.

(3) That a log is maintained to indicate standard identifying information on each request mast, including date received, date forwarded, date returned, and the final action taken in each case.

d. Adjutant. Coordinate all officer request masts and ensure the actions outlined in paragraphs 10c (1), (2), and (3) are complied with



P. J. MULLIN

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6A

17 DEC 1997

BATTALION ORDER 1700.2V CH 1

From: Commanding Officer  
To: Distribution List

Subj: REQUEST MAST

1. Purpose. To transmit changes to the basic Order.
2. Action
  - a. On Page 2, paragraph 5b delete: Director, Recruiters School,.
  - b. On page 4, paragraph 7 delete: /Director, Recruiters School.
  - c. On page 4, paragraph 8a delete: /Sergeant Major, Recruiters School.
  - d. On page 4, paragraph 8b delete: /Director, Recruiters School.
  - e. On page 5, paragraph 10b delete: , and Director Recruiters School.
3. Filing Instructions. File this change transmittal immediately following the signature page of the basic Order.

  
P. J. MULLIN

DISTRIBUTION: A





## MARINE CORPS REQUEST MAST APPLICATION

NAVMC 11296 (Rev. 6-97)

SN: 0000-00-888-0350 U/I: EA

## PRIVACY ACT STATEMENT

Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013

Principal Purpose: Formal filing of complaints/problems to command personnel.

Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

## PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME:	2. RANK:	3. SSN:
4. UNIT:	5. RACE/ETHNIC GROUP:	
6. GENDER:	7. DATE:	

8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):

8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

## 9. AFFIDAVIT

I, \_\_\_\_\_, have read this statement which begins in Block 8b on this page (page 1) and ends on page \_\_\_\_\_. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

(SIGNATURE OF APPLICANT/DATE)

